

MEALS ON WHEELS
DRIVER MANUAL:
VOLUNTEER and PAID STAFF

AREA AGENCY ON AGING

ALAMEDA COUNTY

Updated August 2004

MEALS ON WHEELS DRIVER MANUAL ALAMEDA COUNTY

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**Attachments: Sample Temperature Documentation Sheet
Potentially Hazardous Foods**

WELCOME

Welcome to Meals on Wheels. As a driver for this program, you will deliver meals to homebound individuals who are unable to prepare or obtain meals for themselves. You may be the only person many of these recipients will see for days at a time. They greatly anticipate and enjoy your visits. Your observations and feedback on their well being is extremely valuable.

GOAL

Our goal is to promote the nutritional health and well-being of our clients and to prevent premature institutionalization of those persons aged 60 and over. Persons under 60 years of age are also eligible if certain criteria are met.

ABOUT MEALS ON WHEELS

Elderly Nutrition Programs of the Older Americans' Act

On March 22, 1997, the Elderly Nutrition Programs of the Older Americans' Act celebrated their Silver Anniversary. On that date 25 years ago, President Nixon signed into law the legislation that created the Congregate and Home Delivered Meals Programs. This law is critical to the dignity and independence of millions of Americans 60 and older, including many thousands of people who live in Alameda County.

Meals on Wheels programs are highly successful public-private partnerships that rely on cost-effective ways to serve the growing aging population. They subsist partially on federal funds, but also on participant contributions, volunteer support, state and local funds and fundraising efforts. In 1995, 123 million meals were served to almost 2.5 million older adults in congregate settings; 199 million meals were served to nearly 1 million homebound older adults. Currently Alameda County delivers approximately 2,100 meals daily to senior residents.

Meal Pattern

In this county hot meals are delivered Monday through Friday. For weekends and holidays, frozen meals and bagged lunches will be delivered during the weekday. Our meals are planned by a Registered Dietitian to meet one-third of the Recommended Daily Allowances. The meals are designed to be low in salt, sugar and fat. Each meal provides two (2) servings of fruits and /or vegetables, a three (3) ounce portion of meat or substitute, a grain, low fat milk and a dessert item (may be additional fruit). Fruits are either fresh or canned natural juice-pack. Some of the programs may provide diabetics with a fruit instead of a sweet dessert. Modified textures such as chopped or puree meals are available in some programs.

PROGRAMS THROUGHOUT THE COUNTY

The following is a list of local agencies providing meal programs throughout the county:

AGENCY	AREA SERVED	LOCATION OF FOOD PREPARATION
Spectrum Community Services, Inc. 1435 Grove Way Hayward, CA 94546 Joan Durie, R.D. Phone: (510) 881-0300 Fax: (510) 537-3340 Hayward kitchen: (510) 785-1997 Pleasanton kitchen: (925) 426-0373	Dublin, Livermore, Pleasanton, and Sunol	ValleyCare Health System 1111 East Stanley Blvd. Livermore, CA 94550 Gabrielle Chow, R.D., Director Phone: (925) 416-3523 Fax: (925) 734-3396 E-mail: Gabe@ValleyCare.Com
LIFE ElderCare 39100 Liberty Street Fremont, CA 94538 Mary Anderson Barbara Emje Phone: (510) 574-2091 Fax: (510) 574-2054	Fremont, Newark, and Union City	ValleyCare Health System 1111 East Stanley Blvd. Livermore, CA 94550 Gabrielle Chow, R.D., Director Phone: (925) 416-3523 Fax: (925) 734-3332 E-mail: Gabe@ValleyCare.Com
Service Opportunities for Seniors (S.O.S) 1435 Grove Way Hayward, CA 94546 Evva Holt R.D. Connie McCabe Phone: (510) 582-1263 Fax: (510) 582-9203	Hayward, San Leandro, and Castro Valley	Service Opportunities for Seniors (S.O.S) 1435 Grove Way Hayward, CA 94546 Evva Holt R.D. Connie McCabe, E.D. Phone: (510) 582-1263 Fax: (510) 582-9203
New Light Senior Center 2901 California Street Berkeley, CA 94703 Jackie De Bose Phone: (510) 549-2666	Berkeley	New Light Senior Center 2901 California Street Berkeley, CA 94703 Jackie de Bose Phone: (510) 549-2666
City of Berkeley, SBSC 2939 Ellis Street Berkeley, CA Toni Piechota, R.D. Phone: (510) 981-5201 William Rogers Phone: (510) 981-5178 Fax: (510) 981-5220	Berkeley	UC Berkeley Housing and Dining Crossroads CAL Dining 2610 Channing Way Berkeley CA 94720 Shirley Ferentinos R.D. Phone: (510) 642-6297
City of Alameda P.O. Box 2534 Alameda, CA 94501 Rosemary Reilly Phone: (510) 865-6131 Fax: (510) 865-6441	Alameda	Bayview Rehabilitation and Nursing 516 Willow St. Alameda, Ca 94501
Bay Area Community Services (BACS) 453 22 nd Street Oakland, CA Laurel Dauer, R.D. Phone: (510) 986-8905	Oakland and Piedmont	Bay Area Community Services (BACS) 453 22 nd Street Oakland, CA Laurel Dauer, R.D. Phone: (510) 986-8905

ORIENTATION

You are encouraged to take a tour of the kitchen where your meals are prepared. For an orientation to the kitchen, loading dock and parking facilities, talk to your supervisor.

PREPARATION FOR WORK

As a deliverer of meals to a fragile population, you are an important member of the food service team. Your scrupulous attention to personal hygiene and the cleanliness of your vehicle is critical to the recipients of the meals. Hand washing is of extreme importance, as the hands most easily spread bacteria. If you are sick, please call your supervisor and let her know that you will not be coming to work.

DAILY CHECK-IN

Your supervisor will provide you with a route list that includes the addresses of the clients you will be delivering meals to and directions and/or a map. You will be responsible for knowing the number of meals needed for your route. If you are over or under on the meal count after your delivery, cross check your clients with the master list at the office. Extra meals may NOT be frozen or redistributed. Your supervisor will instruct you on the proper protocol for discarding leftovers.

Each center will have specific guidelines for the payment or reimbursement of gas or mileage for the center's vehicle or your own. You will need to record your mileage and the number of meals delivered for the day on report sheets provided by your supervisor. These report sheets should be given to your supervisor when completed.

Before leaving for your route, you will need to bring the following with you:

- 1. The route list with your client's address and directions.**
- 2. Preprinted notices to be left for clients who are not at home.**
- 3. Menus to each client at the beginning of each month.**
- 4. A copy of the monthly menu to ensure clients receive a full meal.**

MEAL PICK-UP

Designated loading/unloading areas will be provided for the Meals on Wheels vehicle or your own car. It is essential that you arrive on time in order to pick-up your meals and avoid disrupting the order of the service.

Designated staff will place the cold food packs and hot food packs in thermal containers. Each container will be marked and should contain the number of meals on your client list. Quickly verify that the number of meals indicated is accurate. If they do not correspond, notify your supervisor. Each client will receive either a regular hot meal and, depending on the day of the week, a bagged lunch and/or a frozen meal.

Use care when transporting thermal containers and coolers to the vehicle. Avoid spillage by not tipping the container. Avoid rearranging cold packs in order to keep lids from becoming detached and to keep the individual containers from cracking.

It is essential that meals remain at the proper temperature throughout your delivery. Be sure to close the lid of the thermal container after you retrieve each meal.

DELIVERY OF MEALS

Your supervisor establishes your client list, route and order of delivery. He or she will provide you with maps, training and all the information needed to do your route. If you cannot find an address or you do not have enough meals, phone your supervisor for instructions.

Your personal safety is of primary concern to all of us. Buckle your seat belt, park safely, lift containers correctly (see page on back care), and work at a careful and steady pace. Although the meals must be delivered within two hours of pick-up, do not rush to get through.

Do not leave a meal if a client does not answer the door. However, if the client does not answer but leaves a cooler with frozen Ablue ice@ inside of it, a meal may be placed inside and secured. You may leave a meal with a neighbor if pre-arranged. If you do NOT leave a meal, be sure to leave a note letting the client know that you attempted to deliver a meal.

Take a moment to notice if each person seems different from the last visit in some way. Do they have meals left over from prior days? Do they enjoy the meals? Do things seem normal and in order for each individual? Report anything that seems unusual to your supervisor at the end of the day.

ROUTE DRIVERS' EMERGENCY PROCEDURES

The following procedures should be followed in case of an emergency:

CLIENT EMERGENCY:

If a client doesn't respond when you go to the door, call the office to report to your supervisor from the next stop or from your cell phone. Feel free to call the client on the phone from your cell phone if they do not answer the door.

DO NOT WAIT UNTIL LATER OR THE NEXT DAY.

If a client is hurt or in distress, dial 911 to summon police;
THEN call the office.

DO NOT LEAVE CLIENT UNTIL HELP ARRIVES.

DO NOT MOVE OR LIFT CLIENT; COMFORT HIM OR HER UNTIL HELP ARRIVES.

If a client is not breathing, (1) dial 911 and (2) apply CPR if you are CPR certified.

If a client is bleeding heavily: (1) dial 911 and (2) apply direct pressure to wound until help arrives.

HOT FOODS HOT, COLD FOODS COLD

State law and food safety dictate that hot food items must be served to every participant at 140°F or greater. Cold food items should not exceed 40°F. Excessive growth of bacteria can occur in foods that remain between 40°F and 140°F for more than two hours; seniors are especially vulnerable to sickness because of a lowered capability of the immune system to protect them. Food borne illness can prove devastating and even fatal to a frail participant. Precautions must be taken to assure that any possibility of food borne illness be avoided.

A large increase in pathogenic* bacteria, particularly of potentially hazardous foods*, depends on the presence of certain growth conditions: moisture, mild heat and the time to grow and multiply are all several factors. The following safety measures may help to ensure that the food temperatures are maintained:

During cooking, hot foods are typically heated to over 180°F in the kitchen. Temperatures are taken and recorded for each steam table pan of food as it is taken from the oven. Lids are placed on the meals immediately and they are placed into thermal boxes that are latched closed.

Heating bricks or tiles are heated and inserted into the hot meal thermal boxes just before the meals are put into the containers.

Cold foods, such as salads and desserts, are prepared the day before delivery and chilled in the refrigerator overnight. These foods and individual milks are kept refrigerated until they are placed into the thermal coolers. Frozen "blue ice" blocks are placed in the thermal coolers with the cold foods.

There should be a minimal amount of opening of the doors and lids of the food containers. Meals must be removed from the containers quickly and the doors closed and latched between deliveries.

Thermal containers and coolers used for transporting meals should remain closed during route to ensure that hot and cold temperatures are maintained. Meals should not be taken out of the containers while en route to the recipients' homes.

If a client indicates they are not going to eat their meal immediately, remind him or her to refrigerate that meal to ensure safety and sanitation.

MONTHLY/WEEKLY REPORTS AND TEMPERATURES

Certain Meals on Wheels Drivers' reports must be completed. These reports are an essential part of our required documentation for this program. Your supervisor will provide the following information to you.

1. Record time of food pickup and the last delivery as instructed by your supervisor.
2. Keep ongoing notes of client comments and your own observations. These might include positive comments about the food or any aspect of the program, or suggestions for improvement. This information will be passed on to the proper person, usually the home delivered meal coordinator.
3. You will take the hot and cold temperatures of your meals at least biweekly. If your temperatures are 130°F or lower for hot foods or 50°F or higher for the cold food, your thermometer may need replacement and you should ask for a new one from the kitchen. Your supervisor will provide you with the necessary forms and will notify you when this needs to be performed.

Using proper sanitation methods, the last meal on your route may also be used for checking temperatures. If the last meal is used for this purpose, the carton of milk will need to be replaced.

AT THE PARTICIPANT'S DOOR

As you arrive at the participant's home, deliver a hot meal tray from the thermal box and a cold pack from the cooler. **RE-LATCH COVERS ON THERMAL CONTAINERS AND COOLERS BETWEEN DELIVERIES TO MAINTAIN THE TEMPERATURES.** Because the meals may include several components, cross check it with your copy of the monthly menu to ensure that you are delivering a complete meal. The meals may include several components. Always knock first and announce loudly "Meals on Wheels" in case the door is open. Do not leave the meal if no one is home. A preprinted notice should be left at the entrance to the client's home that explains that you were unable to leave a meal since they were not home. Inform the staff that day when a participant is not home.

- \$ If you observe that a client has uneaten meals, or if you notice any changes in the client's appearance or behavior, or if you see any other unusual signs of disorder or unsanitary conditions, report your observations to your supervisor.

- \$ Keep your relationship with clients on a friendly yet professional level. Avoid running errands for participants and receiving gifts or tips from them. If clients request help running errands or for transportation, tell your assessment coordinator who will arrange appropriate referrals.

- \$ If any clients have questions, complaints, or instructions regarding meal delivery, ask them to call the office.

Entering the Client's Home

Unless the driver has established a relationship and has been given permission by the client to enter his/her home, a driver should not enter a client's home.

Late Arrivals

If you are late delivering a meal, apologize and explain that every effort is made to ensure a timely delivery. Politely remind the client of the time frame for delivery of their meal.

Client Contributions to the Program

Each new Meals on Wheels client is informed of the cost of the meal and is given the opportunity to make contributions on a regular basis.

You may distribute and collect contribution envelopes from clients each month. Many people have chosen to make contributions once a month and leave envelopes accordingly. Contributions should be turned in, the same day they are received, to your supervisor. Try not to accept cash donations from the client. If they insist, provide a receipt.

VEHICLE EMERGENCY

1. If the Meals on Wheels vehicle or your car breaks down, call your supervisor, who will make arrangements for the vehicle and completion of the route.
2. If you are involved in an accident:
 - \$ Call Police if anyone is injured. Contact your supervisor.
 - \$ Give your insurance information plus name and phone number of your supervisor to other driver(s) involved.
 - \$ Fill out an accident description form in ink and submit to your supervisor: information includes names and phone numbers of witnesses and other driver, insurance company and policy number. If two Meals on Wheels drivers are involved in the accident, both must fill out an accident form.

Drivers Are Responsible For Following All California Department Of Motor Vehicles Laws:

1. Moving Violation: Payment for any moving violation is your responsibility.
2. Seat Belts: California law requires that seat belts be worn at all times.
3. Parking Violation: Do not park illegally. If you do receive a parking ticket, it is your responsibility to pay for the ticket.

READINESS FOR NEXT DAY'S DELIVERIES

At the end of each day's deliveries:

1. If you are driving an agency vehicle, fill the gas tank if needed and do any necessary cleaning in preparation for the next day. Follow procedures provided by your supervisor for having the car serviced according to the established schedule.
2. Return thermal containers to the designated area. Clean containers as warranted.
3. Complete Mileage Report.
4. Return donations, messages and reports to the office. Indicate any issues you encountered on your shift on your driver report form. Inform your supervisor of any helpful information regarding the location of new clients on your route.
5. Be sure to report anything unusual to the meals on wheels coordinator!! Put it in writing so s/he will not forget to follow up as appropriate.